Questions and Answers regarding the Online Application Process

The following questions and answers provide information on Florida Housing's online Application tool. The online Application is a Microsoft Word document that only allows an Applicant to add text in textboxes, click on checkboxes and radio buttons to select certain items, and select items within a drop down list. Applicants are not able to adjust the formatting in the document.

Note: Some users have experienced compatibility issues when using something other than Internet Explorer as an internet browser and also when using an Apple iMac computer. It is recommended that users complete the Application using a computer that uses Windows and uploading the required documentation using the Internet Explorer internet browser.

Having trouble editing anything in the document?

When the Application is first downloaded, there may be instances where the document may not be in edit mode. Go to the View menu at the top of the screen and, if "Edit Document" appears in the menu, click "Edit Document". A banner may also appear at the top which includes a button that says "enable editing". If the banner appears, click on the "enable editing" button to edit the document. If an Applicant does not see these options, the Applicant is in edit mode.

- **If unable to enter text within a text box or field:**

  The Applicant should click on another box elsewhere in the document, then click back in the original box again. Using the TAB key to move from textbox to textbox may also resolve the problem.

- **If unable to mark a checkbox**
  - The Applicant should be able to use a single click in any checkbox to select it. A double click may not seem to have any affect.
  - Earlier versions of Word may not allow the selection of checkboxes. The forms were designed and testing in Microsoft Word from the Microsoft Office Professional Plus 2013 Office Suite. It is possible that earlier versions of Word will allow the user to click next to the checkbox and then delete the box. Then the user may also type in an "X" to mark the box, which will be deemed acceptable by Florida Housing.
  - If this doesn't work, it is possible that the problem is caused by a issue that Microsoft has identified with one of their recent security patches. They have released an article describing the symptoms which can be found on the webpage https://blogs.technet.microsoft.com/the_microsoft_excel_support_team_blog/2015/12/22/form-controls-stop-working-after-december-2014-updates/. Additionally, they have provided another article describing the manual solution and an automated solution on the webpage http://support.microsoft.com/kb/3025036/EN-US . The automated solution is under the heading "Here's an easy fix" and can be found at the bottom of the screen. Make sure that Word and Excel are both closed before clicking and installing this quick program/solution.

- **If unable to mark a radio button**

  It is possible that the problem is caused by a problem that Microsoft has identified with one of their recent security patches. They have released an article describing the symptoms which can

be found on the webpage
https://blogs.technet.microsoft.com/the_microsoft_excel_support_team_blog/2015/12/22/form-controls-stop-working-after-december-2014-updates/. Additionally, they have provided another article describing the manual solution and an automated solution on the webpage http://support.microsoft.com/kb/3025036/EN-US . The automated solution is under the heading "Here's an easy fix" and can be found at the bottom of the screen. Make sure that Word and Excel are both closed before clicking and installing this quick program/solution.

Creating the "All Attachments" pdf document

1. **Question**: I see that there is a size limit of 15 MB. How do I know the size of the document?

   Answer: After scanning the document, it will be saved as a pdf on your computer. If it is saved to your desktop, to see the file size you must right-click on it, then click Properties. If it is saved into a file folder on your computer, you can change the view of all files in the folder to include the size by clicking on the menu called "View" at the top of the folder and changing the view to "Details". All items in the folder will show the file size. Note: 1,000 Kilobytes or 1,000 KB = 1 Megabyte or 1 MB.

2. **Question**: My document says 25 MB/2500 KB. How do I reduce this?

   Answer: Before scanning the document, you should have options available such as whether to create a document that is in black and white, color, or grayscale (grayscale is considered a type of color document); whether to create a document that is an image or graphic; whether to have the text "searchable" or "recognizable"; and the desired resolution. To reduce the file size, before scanning make sure that the settings are for a black and white text document, the document is text that is not searchable or recognizable, and that the resolution is 300 DPI. If the Application package exceeds 15 MB, the pdf document will not upload.

3. **Question**: Can I test this out now, rather than waiting until the Application Deadline?

   Answer: Yes, Applicants are encouraged to create sample pdf documents. If you don't have a sample of pdf documents to scan, you can print attachments from a previous Application submission that is available on the Corporation webpage https://www.floridahousing.org/programs/developers-multifamily-programs/competitive/rfa-submitted-applications . You can save a copy of Exhibit A, the Development Cost Pro Forma, the Principal Disclosure form and the All Attachments document to create a sample application package and practice uploading to any open Application cycle. It is recommended that such an application be given a name that you can recognize as a practice application such as "Test 1". It can be deleted prior to the Application Deadline to avoid confusion.

Other questions/issues that may be experienced

1. **Question**: I see that I can copy text from another document and paste it into the textboxes, but all the formatting changes. Can I keep the formatting from my original document?

   Answer: The formatting of the textboxes is locked to ensure consistent formatting for all Applicant answers. This cannot be adjusted by an Applicant. You may try to copy the original

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text, then right-click into the new textbox, click the icon with a clipboard and the letter "A", which may retain the formatting; however, we recommend that you type your response in the textbox provided instead of copying and pasting your text from a separate document.

If a user experiences a technical issue not addressed within this document that affects the functionality of the online application or the ability to upload documents, the user is encouraged to notify Jean Salmonsen via jean.salmonsen@floridahousing.org **or 850-488-4197. Florida Housing may update this document with additional information as needed.**

Florida Housing cannot provide advice in answering Application-specific questions and any questions regarding such will be ignored. Each RFA has a set Questions and Answer period with separate submission instructions outlined in the RFA.

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